

California Public Utilities Commission
Consumer Protection and Enforcement Division
Consumer Affairs Branch

Energy Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
May 2018

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Energy Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
ELC217	Apple Valley Choice	Public Purpose	Net Energy Metering (NEM)	1
Apple Valley Choice Total				1
ELC933	Liberty Utilities (CalPeco Electric) LLC	Billing	Backbilling	1
Liberty Utilities (CalPeco Electric) LLC Total				1
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Balance/Level Pay Plan	2
		Billing	Deposits	3
		Billing	Disputed Customer of Record	9
		Billing	Electric Service Provider Contract Termination	1
		Billing	Energy Diversion	1
		Billing	Estimated Billing	1
		Billing	High Bill	15
		Billing	Meter Inaccuracy	2
		Billing	Meter Reading Issue	2
		Billing	Other Charges	6
		Billing	Payment Arrangements	4
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	2
		Public Purpose Programs	Net Energy Metering (NEM)	8
		Service	Delayed Orders/Missed Appointments	7
		Service	Disconnection Non Payment	5
		Service	Outage	4
Service	Refusal To Serve	6		
Service	Voltage Levels	2		
Pacific Gas & Electric Company Total				81
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Backbilling	2
		Billing	Bill Adjustment	1
		Billing	Crossed Meter Billing	1
		Billing	Disputed Customer of Record	2
		Billing	Estimated Billing	1
		Billing	High Bill	9
		Billing	Meter Inaccuracy	2
		Billing	Payment Error	1
		Service	Delayed Orders/Missed Appointments	3
		Service	Voltage Levels	1
San Diego Gas & Electric Company Total				23

Utility Code	Utility Name	Category	Subcategory	Count
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Bill Adjustment	1
		Billing	Bill Not Received	9
		Billing	Crossed Meter Billing	2
		Billing	Deposits	6
		Billing	Disputed Customer of Record	7
		Billing	High Bill	8
		Billing	Late Payment Charge - LPC	1
		Billing	Meter Inaccuracy	1
		Billing	Other Charges	4
		Billing	Payment Arrangements	3
		Billing	Payment Error	3
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	1
		Policy and Practices	SMART METER	1
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	5
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnected In Error	4
		Service	Disconnection Non Payment	5
		Service	Outage	6
Southern California Edison Company Total				73
GAS904	Southern California Gas Company	Billing	Backbilling	2
		Billing	Bill Adjustment	1
		Billing	Deposits	1
		Billing	Disputed Customer of Record	1
		Billing	Estimated Billing	1
		Billing	High Bill	3
		Billing	Payment Arrangements	1
		Policy and Practices	Opt Out Smartmeter	1
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnected In Error	3
		Service	Disconnection Non Payment	3
		Service	Refusal To Serve	2
Southern California Gas Company Total				24
GAS905	Southwest Gas Corporation	Billing	Bill Not Received	1
		Billing	Deposits	1
		Billing	Payment Arrangements	1
		Service	Disconnected In Error	1
Southwest Gas Corporation Total				4
Total ICs Sent ¹				207

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.